countywide

November 2009, Issue 30

Bi-monthly magazine for all employees

Cambridgeshire County Council

What's in the future for CCC?

SPECIAL EDITION

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EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT ACHIEVING

Stonewall TOP 100 EMPLOYERS 2009

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Beacon Authority

2009-2010
Cutting red tape

2006-2007
Delivery of Quality Services Through Procurement
Waste and Recycling

2005-2006
Asset Management

Wendy Law, Library Supervisor - Central Library, Cambridge

Delivery
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Contacts
Sally Carroll
Internal Communications Manager
01223 699284

Eleanor Pasfield
Communications Officer
01223 699286

Email: countywide@cambridgeshire.gov.uk
Mail: RES 1101

Photographs
IStock photo
CCC Media Store
Geoff Durrant
Andy Smith
Scott Gilbert
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Making Cambridgeshire Count

SPECIAL EDITION

making cambridgeshire count

An initiative called 'Making Cambridgeshire Count' is bringing leaders and influencers together from across Cambridgeshire to look at how we can reduce duplication in the way we spend our resources, and how we can redesign public services with communities at the centre.

At the heart of Making Cambridgeshire Count is the belief that what matters most is not the individual institution working in an area, but the place as a whole and the people within that place.

Total Place

Some colleagues may have already heard of 'Total Place', a series of 13 pilot projects across the country, announced by Communities and Local Government and HM Treasury.

These national pilots are about learning how public money comes together in a place, where better outcomes can be achieved through joint working, and the scope for efficiency savings from across this process.

Our top level partnership - Cambridgeshire Together - decided not to apply to become one of the national 'Total Place' pilots.

This decision appears to have been beneficial, because it is becoming increasingly apparent that 'Total Place' pilots are primarily concerned with the possible efficiency savings that can be achieved by partnerships doing things differently, under the beady eye of the HM Treasury.

CCC wanted to do something much more radical.

Mapping public services

Making Cambridgeshire Count has begun mapping out public services in the county, counting the total resources it has available across the public sector now and in the future, which will help to identify any duplication and waste.

It wants to develop a way of working across Cambridgeshire's public agencies that makes efficiency part of the day job, encourages a strong culture of public service partnership working, and embeds service transformation in everything that we do. See page 5.

Editorial deadlines	Delivery from
Monday 7 December	Monday 11 January
Monday 8 February	Monday 18 March
Monday 5 April	Monday 10 May

Abbreviations

CCC	Cambridgeshire County Council
CYPS	Children and Young People's Services
ES	Environment Services
CAS	Community and Adult Services
CD	Corporate Directorates

Poster for your wall?

New posters will be available soon displaying CCC's vision, values and strategic objectives. Using new Cambridgeshire photography they will be made available as pdfs on CamWeb, for personal download, and displayed corporately across all Council sites.

CCC's strategic objectives

- Managing and delivering the growth and development of Cambridgeshire's communities
- Tackling climate change
- Enabling people to thrive, achieve their potential and improve their quality of life
- Supporting and protecting vulnerable people

CCC's service delivery principles

- Delivering high-quality effective and efficient services
- Listening and being responsive to the needs of Cambridgeshire's communities
- Working in partnership to achieve a shared vision for Cambridgeshire

Leading column

Councillor Jill Tuck
Leader of the Council

In my last column I wrote about beginning work on the Making Cambridgeshire Count project.

I have to say, I hadn't quite expected the project to have the impact it is having.

Not only within Cambridgeshire, where work on the key lines of enquiry is continuing apace – you can read more on page 5 – but also regionally and nationally.

Early November, the County Council's Network is holding its annual conference in Durham and we shall be showcasing Making Cambridgeshire Count there to colleagues from county councils.

Then at the end of November, Cambridge is playing host to a separate conference which will be looking at 'Total Place' type projects – which are addressing the public services spending gap as well as more specific areas of public service work – and again, Making Cambridgeshire Count will be centre stage.

I know for a fact that the project is going to live up to its billing of creating a radical new approach to public services. And what has been particularly pleasing is the way that political leaders from councils and public services have been challenging old, accepted ways of working, and pushing our thinking toward new and radical ways of providing services.

If we carry on doing that, we can't help but succeed.

ROCS Stars

I always value and appreciate the hard work which both frontline and support employees put into making a difference to our residents' lives.

I was at a special ceremony held at Shire Hall in Cambridge recently to help mark the efforts of employees during National Customer Service week who had all gone the extra mile for customers. See page 11.

Our ROCS award (Recognition of Outstanding Customer Service) work in conjunction with service awards from corporate, children, adults and environment services.

In a people business like ours customer service will always be something we are judged on and is crucial to the council's reputation and standing with residents.

So, once again, from me – well done to all our winners.

Jill T

Star Chambers help tackle cash crisis

A new initiative for CCC, these events were designed to help Members and officers find solutions on ways forward for our funding situation. Last year CCC set up cross service working groups, which brought Services together, but didn't produce the scale of cross-cutting initiatives hoped for.

Separate Star Chambers were held for each Service, and the Corporate Directorates.

They saw Executive and Corporate Directors presenting ideas to the Leader, Chief Executive, Corporate Director: Finance, Property and Performance and relevant Cabinet Members.

What was the brief?

CCC needs to cut 35% of its budget over five years. What can we cut in the first two – three years? Officers were asked to consider what is it we do now that we won't need to do in the future; to think the unthinkable, think big, be challenging and think about how it could move forward – and remember - there are no sacred cows!

The second Star Chambers involved the same people, but Directors were this time tasked with presenting plans with numbers, showing how much financial saving their idea could make.

What next?

The results of the final Star Chambers will be developed into a report for Cabinet/SMT on 1 December, which will define the figures for each Service area and lead into the draft Integrated Plan for 2010/2015. The Plan will then be debated by Council on 19 February 2010.

What is a Star Chamber?
A ministerial group responsible for setting government spending limits.

Leading column

The scale of the financial challenge facing public services is enormous. *Countywide* features some of the key points from Mark Lloyd's speech at the recent SMT Question Time sessions.

Mark Lloyd
Chief Executive

"The unprecedented level of national debt is an undeniable truth. A new Government, of whatever political persuasion, will have to act. Salami slicing (shaving off a little bit here and there) will not be enough to make the savings required.

We need to start innovating to maintain and improve services, and we need to understand what our priorities really are.

We need to understand that we are facing the biggest challenge in terms of public spending overall and our budget specifically for 50 years.

But – I am not unduly pessimistic. As Rahm Emanuel (Obama's Chief of State) said, 'never waste a good crisis'... it can be viewed negatively or used to drive transformation and change.

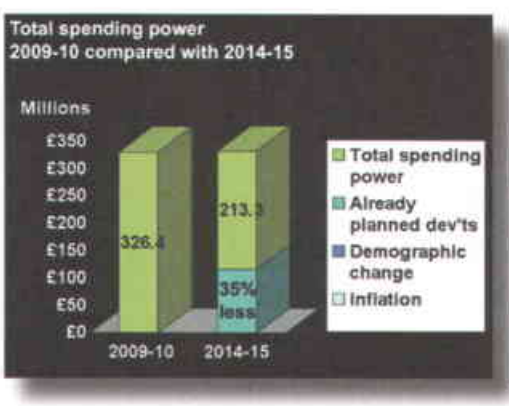
I believe we should be able to look back on this period and say, thanks to the hard work we put in, services are better and more efficient, and are driven by the needs of Cambridgeshire communities.

After ten straight years of public spending and public service growth, we are now entering a period where we will see little or no growth at all.

Based on the assumption of a 0% council tax increase and putting aside the money we use for capital investments and that ring-fenced for schools, the level of cash that we currently have available to fund services amounts to £326.4m. In five years time, our current best estimate is that this figure will be £328.3m. So our level of cash effectively stays the same.

So whilst our cash stays the same, our real purchasing power will be eroded by 35%. Eroded by inflation, a larger and aging population and a small number of long-term commitments.

In short, we will have £113 million less spending power. Over the next five years, but as early as possible – need to deliver savings of £113m in order to live within our means.



Even if Council Tax increases at 2.5% throughout the period, we will still have 29% less purchasing power.

In other words, when our residents and businesses have forgotten the recession, we are likely to have a recessionary hangover for many more years to come.

How are we going to close the gap?

Through transformation, through efficiencies – but also through service reductions.

A further challenge will be our ability to invest in infrastructure such as schools and roads. Over the next five years, Government support for these capital investments will fall by at least 15% and possibly by as much as 25%.

Yet, we are all very aware of the importance of providing high quality infrastructure to support existing and new communities, especially given the growth agenda, and also issues such as changing schools rolls.

So, we might find ourselves having to pull back from some investments, and delay others, to address critical needs.

Reasons for optimism

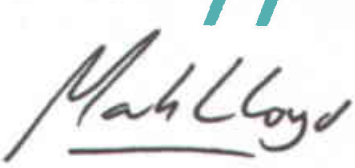
The first is our very strong track record of dealing effectively with financial pressures. We have a 4* rating for our Use of Resources. In the main, we deliver value-for-money services; and we are used to receiving minimal increases in funding from Government.

This isn't an excuse to rest on our laurels – far from it. But we have faced financial challenges before and although this one might be bigger, we're well rehearsed, creative and innovative.

Second – the future of Cambridgeshire itself, as a place. We have considerable underlying economic strengths and a history of innovation.

This is a high performing county, we have a high performing economy – especially in the Cambridge sub-region – and we also have strong relationships with high performing partner organisations.

In fact, this emphasis on the county overall will be crucial as we move forward. But – we need the commitment and goodwill of every team member at every level within the council if we are going to deliver change."

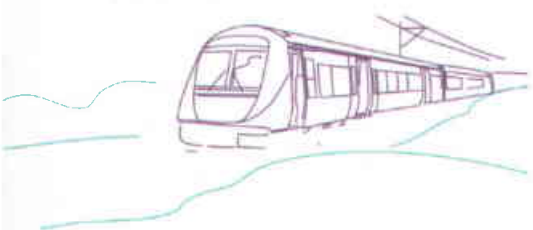


Cambridgeshire – a great place to call home

Making Cambridgeshire Count (MCC) is a major new project led by the Cambridgeshire Together partnership - with all public sector organisations in Cambridgeshire taking part.

Adrian Smith, Head of Corporate Development from People, Policy and Law explains how it's the start of a revolution in the way we work together.

"Cambridgeshire, like every part of the country, is facing an inevitable reduction in public sector expenditure. The future simply means doing more with less. The only way we can respond to the challenge and change public services is in partnership.



"MCC is a unique opportunity to examine what our Cambridgeshire Together partnership delivers, how we do it, and where we can all make better use of our combined resources, experience and skills across public services. Why? Because at that heart of what do will be the customer and the community.

"Through looking closely at the total resources available to public services in Cambridgeshire we can see how we work better together to achieve short-term efficiency savings. Just as importantly, we will also focus upon developing the culture and mind-set across the partnership to make efficiency part of the day job."

How will it work?

"A range of enquiries are looking at issues across the county from reducing service duplication and domestic violence; to how we work with our communities and build their confidence in the public sector.

"Through these projects and aims, we can make sure that Cambridgeshire is a great place to call home."

What's happening now?

"MCC was launched in September at an event attended by over 120 delegates including the Cambridgeshire Together partners and Cambridgeshire Public Service Board, Chief Executives, Directors and representatives of organisations that play a key role in delivering public services across the county. There was terrific buy-in.

"An MCC conference also took place in early October for all Cabinet Members and non-executive board members from each local authority and public service organisations.

"Enquiry workshops throughout October looked at:

- How will we shift and use resources differently to tackle inequalities?
- How do we strengthen community cohesion; supporting new, growing and changing communities?

- How do we better work together as public services in new and innovative ways?
- How do we build on the strengths of Cambridgeshire, keeping the confidence and building the respect of our communities in the future?
- How can we motivate and support people in our communities to help us find new ways of delivering services that meet their needs and to help communities help themselves?
- How can we meet the needs of a growing population if we have less money?

"An event in early December, will bring together everyone involved to discuss the outcomes of their enquiries and explore the solutions that can be taken forward."

Making Cambridgeshire Count aims

1. to bring leaders and influencers together from across Cambridgeshire to refocus our public services, using new perspectives and different thinking
2. to place customer and community views at the centre of new thinking and to design new and innovative ways of meeting community needs
3. to make sure we continue to deliver excellent services even if we see a 20% reduction in our collective public sector finances

What is Cambridgeshire Together?

A partnership of the county's most influential organisations that aim to improve the quality of life for all who live, learn, work and travel in Cambridgeshire.

Sign up to the MCC Community of Practice. Visit www.communities.idea.gov.uk and search for 'Making Cambridgeshire Count'.

making cambridgeshire count

A round-up of some lead agencies in our county

East of England Regional Assembly (EERA)

A partnership body bringing together elected councillors from the region's 52 councils and representatives from the private, voluntary and community sectors.

The purpose of EERA is:

- to promote the social, economic and environmental wellbeing of the region
- to undertake the function of designated Regional Planning Body and Regional Housing Board for the Region
- to scrutinise work undertaken by the East of England Development Agency

www.eera.gov.uk/

East of England Development Agency (EEDA)

Aims to improve the region's economic performance, ensuring the East of England remains within the UK's top performing regions and a better place to live, work, visit and invest.

It does so by:

- developing the economy, places and society in the region
- supporting businesses
- helping people learn
- creating jobs, making the region a good place to work
- doing all this in a sustainable way

EEDA is one of nine English regional development agencies (RDAs).

www.eeda.org.uk

Cambridgeshire Horizons

Responsible for the Managing Growth theme of Cambridgeshire Together. Horizons' role is to bring together the relevant agencies, statutory bodies, developers, and other parties, ensuring projects are delivered on time, on budget and to the highest standards.

Horizons' core objectives are:

- coordinate development and infrastructure implementation
- overcome barriers to sustainable development
- secure and manage funding for infrastructure
- ensure developments employ high quality sustainable design
- communicate the wider benefits of the planned development to the wider community

www.cambridgeshirehorizons.co.uk

Government Office EAST (GO-EAST)

Brings together the varied regional activities of a range of Government departments to make the region a better place to live and work. GO-EAST acts as Government's eyes and ears in the region; communicating messages from Government and ensuring an East of England input to the policy-making process.

www.gos.gov.uk/goeast

Improvement East

The Regional Improvement and Efficiency Partnership (RIEP) for the East of England, builds on the successful foundations of the former Regional Improvement Partnership "Building Capacity East" and the Regional Centre of Excellence - East. Created in April 2008, the RIEPs are partnerships of councils and other local service providers delivering excellent Local Area Agreement outcomes, achieve efficiency savings and support economic growth and community empowerment.

www.improvementeast.gov.uk

Greater Cambridge Partnership - GCP

Responsible for the Economic Prosperity theme of Cambridgeshire Together.

GCP supports the Greater Cambridge economy, its businesses and individuals by:

- representing the interests of the area at a regional, national and international level;
- commissioning research;
- providing a route to funding;
- offering strategic advice;
- giving promotional support;
- providing sponsorship;
- hosting events;
- facilitating introductions;
- acting as a general enabler.

www.gcp.uk.net

Cambridgeshire's **newest** library

The New Central Library in Cambridge's Lion Yard opened to the public at the end of September after a £7.5 million refurbishment. It now boasts some of the most modern public facilities in the East of England:

- Mediatheque – providing access to the British Film archive
- An improved children's library
- Quiet reading and study areas

In the first week alone, Central library employees received 17,389 visitors and loaned a staggering 16,250 items. In addition to this it also signed up 1,786 new members.

Having undergone a complete transformation it's now set across three floors. Holding 100,000 books and 2,500 DVD's. The 'Mediatheque' suite gives access to 1,500 high quality videos for free and is the first of its kind in a UK library.

A new entrance connects the Central Library to the Grand Arcade shopping hall and the Lion Yard car park. There are toilets and baby facilities on two of the three floors and a café that has snacks, hot daily lunches and even a Sunday brunch menu.

There is Wi-Fi access throughout, with sixty internet terminals. Users are able to use an online, quick search facility and will be able to check out, return and pay fines via a computer.

The brown carpets and big enquiry desks are long gone, replaced by colourful flooring, bright seats, and roaming helpful staff – pop along and check it out for yourself!

A visit to

Huntingdon Library and Archives

Back in June the new Huntingdon Library and Archives Centre opened in a brand new £4.6 million building in Princes Street, and feedback has been excellent.

Thousands of interesting documents are now housed in the state of the art building, which also features the latest technology from the self-service and Wi-Fi facilities and the most modern, purpose built hi-tech storage facilities, which meet stringent national standards for protecting and conserving historic documents.

There is also a spacious children's library, new facilities for the Cromwell Collection, a Learning Centre, a café and community meeting rooms for all kinds of events.

One happy customer said: "My wife and I visited your lovely new Library and Archives this week to carry out some further research into our family history. We felt that we wanted to write to congratulate you on the new complex and the vibrant atmosphere, and particularly for the facilities that are provided. The disabled parking facility, lift, cafe and disabled toilets were of enormous benefit to us. They turned what could have been a stressful time into a really enjoyable experience.

"The employees were extremely helpful throughout the building, and we were made to feel welcome in the archives. Being disabled brings so many problems, so to find a facility like this is really heartening. It has enabled us to further our family history and to see some original records about our ancestors. It has really brightened our year."

Next Issue:
A visit to Great Shelford Library

5 minutes with ...

Linda Boucher,

IT Training Manager

Linda works as the IT Training Manager working with adult support services employees across the county, within the Customer Service and Transformation Directorate.

As one of the faces of IT Linda helps to bridge the gap between customers and the IT service, by teaching technical products in layman's terms and meeting people on a regular basis to maintain good working relationships. Her day starts at home replying to urgent emails and actions before setting off to the numerous training sessions and meetings scheduled for that day.

"I try to ensure travelling is kept to a minimum. Social care employees have offices all over the county, so we travel as far north as Wisbech, and to Fulbourn in the south – it's a big patch."

Linda delivers training in several ways - mainly one-to-one sessions, with some workshops and classroom courses. It's tailored to specific needs in a familiar and comfortable environment and focuses on individual learning styles.

"It's a very rewarding job," Linda explained, "as the knowledge learned is assessed at the end of a three month training period, which means regular results can be seen. It's important to keep our trainees up to date as business processes and data inputting is constantly affected by new Government legislation. It is important to make sure someone is always available to give training support when it's needed.

"Writing business processes and testing new IT products is also part of our responsibilities. I'm currently looking for innovative ways to deliver training in the future - e-learning being one of them!

"Thirty percent of the teams' working week is spent on IT projects. They're currently working on the Electronic Social Care Record, converting all the information they have onto a backed up electronic system. Also the Commitment Record Implementation Project (CRIP) which is a finance system directly linked to Swift (Social Care database). Phase one of the project should financially enable people to arrange care for themselves."

Linda's hopes are to continue meeting customer needs, ensuring the training is qualitative by maintaining the Institute of IT Training accreditation and continuing to modernise IT training provision.

Making the connection

CCC is always improving the quality and efficiency of its services and the IT Service is rolling out a series of changes to its network security.

We're part of a national project called Government Connect, which involves the secure connection of CCC to other government sites, such as the Department for Work and Pensions, NHS and other local authorities.

The project is rolling out changes to the way we do things, such as how we format our network passwords. Once we're connected to the secure network we will benefit from quick and secure sharing of information and enjoy a range of new services and benefits:

government connect

- Secure email exchange with central government departments, Police, NHS and other local authorities
- Safer, more secure transfer of information
- Access to new systems
- Reduction in the amount of money spent on delivering information – via postal services, secure mail services and courier services

More information on Government Connect and security changes being rolled out will be made available over the coming months.
For more information visit http://camweb/cd/cst/IT/itprojects/govconn/

In confidence

Due to a fault with Microsoft Outlook, corporate meeting rooms are currently unable to be booked for appointments marked as 'private'. If you need a room for confidential meetings, do not include any confidential details or mark the booking as 'private'. For more information please see CamWeb.

How to use ... Multi Functional Devices

Multi Functional Devices (MFDs) have been deployed at CCC sites, including Castle Court, as part of WorkWise. They can be used for printing, copying, scanning and faxing and have reduced the need for local and networked printers as well as other stand-alone devices.

To help users get the most from them posters and handouts are being made available which outline their functions and who to contact for assistance.

Photocopying

Modern MFDs provide better quality photocopies and more functionality than some of the old copiers. The guidance will help users through the most common photocopying tasks, such as enlarging, duplex printing, sorting and stapling.

Secure printing

This function enables users to control when their document is printed by using a username and password. This is the best way to print confidential documents but it can also be used to prevent print jobs getting mixed up with other people's and eradicates the need to walk up and down the corridor waiting for your print to appear. Secure printing should also be used when printing to the bypass tray e.g. if printing labels. The guidance gives a step-by-step guide on the process both at your PC and at the MFD.

Faxing

Many PCs have fax software installed which enables faxes to be sent via Outlook. This function is known as Fax over IP (FoIP). PCs without this feature will be upgraded in due course and you will no longer need to use your MFD. Existing paper documents that need to be faxed can be scanned on the MFD and attached in Outlook.

For more information on FoIP, please search CamWeb.

Scanning

The guidance gives a step-by-step guide on the process both at your PC and at the MFD.

Minimising waiting times

At peak times the volume of printing on certain MFDs means you often have to wait a long time for your print job. Four suggested solutions:

1. Large documents should be printed out of peak periods, or discuss the best time with other teams who use that particular MFD
2. If one MFD in your wing is being used more frequently than the other, redirect your print to another MFD, either temporarily or contact your MFD Super User to arrange for a permanent change in your default printer
3. Remember - large volumes of printing should go through the print framework contract
4. The Print Room located in the basement in Shire Hall is an option for secure and confidential print.

For further information on MFDs, please contact the WorkWise Project Team.

What do these items have in common?

We recycle them all!

As well as recycling most household waste from Cambridgeshire, Donarbon has facilities to collect and recycle all the above materials, as well as building waste from offices, shops, pubs, restaurants or builders.

CAMBRIDGE 01223 861010
ALCONBURY 01487 834188

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CAMBRIDGESHIRE COUNTY COUNCIL MAIN CONTRACTORS TO ...

www.donarbon.com

ELY ROAD, WATERBEACH, CAMBRIDGE CB25 9PG

Keep up the good work

On the road to excellence

Exciting projects are in the pipeline for CCC's Customer Services Excellence (CSE) programme.

The Internet Improvements project will use customer research, knowledge of the most popular tasks and online behaviour patterns, to create a new design and structure for our website, making it easier to find services and information online.

The Highway Reporting project aims to reduce avoidable contact for the Network Management service by publishing up-to-date status information on the web and via email alerts. It will also bring efficiencies by automating the flow of information between internal IT systems and partners.

We need your input to help us shape web service delivery. To take part in research and user testing, and potentially win some high street vouchers visit www.cambridgeshire.gov.uk/webresearch

Other projects

- Developing a Social Media Usage strategy, framework, guidance, tools and organisational awareness
- Improving our Internet GIS mapping for services and customers
- An options appraisal for E-Booking Solutions to understand whether more of the Council's bookings activities could benefit from an online system
- Improvements to the Feedback System and the reporting available to managers
- Redesigning our Contact Management processes, including:
  - introducing accurate measures of "avoidable contact" (National Indicator 14)
  - simplifying and streamlining customer options for contacting us, and our customer data record keeping

Further information? Contact Kev Adams, Programme Manager on (01223) 699652.

National Customer Service Week (NCSW) 2009, in October, was a great success. Ninety-five trusty volunteers, eight Members and our Cambridgeshire Together partners, spoke to over 6000 people in five different locations around Cambridgeshire. We now need to ensure we provide the best possible service that we can to those customers.

Roadshow visitors voted for what matters to them most when dealing with the public sector. The information will be used to establish a vision and understand priorities for service delivery. Here's what they said:

I would like a reliable, consistent, high quality service	748	26.0%
I would like information that allows me to make choices about the services I require	513	17.8%
I would like to have access to all services through one point of contact	503	17.5%
I would like to feel that my needs are important and to be kept informed	475	16.5%
I would like to access information and services at a time that is convenient to me	455	15.8%
I would like my views to have an affect on service design and delivery	285	9.9%

As well as the roadshow, employees took part in activities to enhance their customer service skills. People participated in 'Back to the Floor' activities, giving them time on the front line; volunteering taster sessions and volunteer speed matching.

Volunteer Speed Matching

Cambridgeshire Together information bags were a big hit with everyone

What now for Customer Service?

- Use the Team Activity Pack (TAP) to inspire your team to improve the Customer Service it provides, including fun activities such as the 'Waffle Detector'. Visit http://camweb/cd/cst/dcs/focus
- Keep up to date with additional training materials and guidance on customer service issues, available throughout the year.
- If you feel you need training for a particular area of customer services such as dealing with difficult customers then book on an Organisational Development and Learning course.
- Join the Customer Service Network. Details on CamWeb.
- Nominate someone who has shown outstanding customer service for an award. Visit http://camweb/cd/rocs
- Build plans for NCSW 2010 into service planning.
- Feed ideas into the NCSW Planning Group. Planning for NCSW 2010 starts in November.

Trainee guide dog, Darcy, made a popular roadshow appearance

service stars win ROCS

Exceeded expectations
(l-r) James Wilson, Project Manager with Brian Smith, Executive Director.

Excellence 4 Environment Award

James Wilson, Project Manager

James, a General Management graduate trainee at the time, worked as secretary to the Transport Commission, looking at solutions to congestion in Cambridgeshire, including a possible congestion charge. He found himself in a new and high profile position, reporting to the Commission with many responsibilities.

His nominater Paul Cook, Head of Transport Policy and Strategy said, "James provided a high level of customer service to internal and external customers. He exceeded the high expectations we have of graduate trainees and succeeded in providing an excellent service to the Commissioners themselves. Sir Brian Briscoe and Tony Travers have both praised his work. He also provided support, answers and advice to key CCC stakeholders and to over one thousand members of the public who responded to the Commission invitation to comment.

"The unflappable way in which James delivered complex and varied work was very impressive indeed."

Paul Bass, Trading Standards Officer

Paul has run a consumer challenge quiz for pupils with special educational needs for two consecutive years.

Went the extra mile -
Paul Bass, Trading Standards Officer

This involved him visiting six special schools, spending time with the youngsters, giving them advice and information. He also sorted all the logistics in arranging the event which was attended by 100 supporters to cheer their teams on, in addition to being quizmaster.

Pauls nominator, David Broughton, Operations Manager for Trading Standards said:

"...he went the extra mile and put a great effort into this event."

A torrent of emails praised Paul including:

"Thank you for a fantastic day and all the hard work you put in; the students came back buzzing; it was an enjoyed event for everyone; you showed understanding of the needs of the pupils involved."

Bouquet of the Month Award

Wisbech Looked After Children Service

The first 'Bouquet' (in the form of a goody bag) went to the Wisbech Looked After Children Team. The nomination came from Claire Butcher, Social worker with the East Cambs and Fenland Disabled Children's Team.

Claire said that the employees, based at Norwich Road

"...are very accommodating, they work extra hours to accommodate emergency need for children and are often able to care for children at very short notice. The team is very child focused, hard working and dedicated to achieving the best outcomes for the children they look after. They really deserve the award."

ROCS award ROCKED

Stars of the 2009 ROCS Award ceremony

Eleven ROC stars collected their awards at CCC's Annual ROCS Award ceremony, in October, as part of National Customer Service Week.

The Recognition of Outstanding Customer Service (ROCS) award works in conjunction with the service awards - Bouquet of the Month (CYPS), You are a Star (CD), Excellence for Environment (ES) and GEM of the Month (CAS).

Each month's overall winner from the past year was congratulated for their terrific achievement by the Leader of the Council, Councillor Jill Tuck and Chief Executive, Mark Lloyd. Each winners special story was briefly explained by Pat Harding, Corporate Director: Customer Service and Transformation.

who's got star quality?

Nominate a team or colleague for a service award - all winners are automatically entered for an annual ROCS award.

Contact your service e-magazine and ROC someone's world, just say why you think they deserve recognition. ROCS is an annual scheme so there's always a right time to nominate someone.

Visit http://camweb/cd/rocs

One bin for all

The way our waste is disposed across CCC sites has changed. The new scheme has already been rolled out at most locations. *Countywide* investigates what and why.

Before the changeover we used a number of different waste disposal contractors, but recycled very little.

We've now appointed Donarbon as our single contractor. They offer a 'one bin for all' service where paper, plastics and metals can all be put in the same bin. The materials are sorted for recycling at their Waterbeach plant - moving us towards a greener, more environmentally waste service.

What's changed?

We've moved away from the desk side bin, and waste disposal points have been created.

Green lidded bin -for recyclable waste (the 'one bin for all' bin) for **paper, plastics and metal**

Black lidded bin - for all other waste, including food waste

Confidential waste bins will also be provided by Donarbon, placed as before, collected as before.

Glass recycling is available via a large bin located in the bin store of each building. For safely reasons the cleaners cannot empty glass bins, therefore, any glass you want to recycle must be taken here by employees and put in the bin.

Electrical items can be recycled by contacting the Business Support Helpdesk. Please state what you need removing and it will be collected.

Printer cartridges are still being recycled through the Post Room, Shire Hall. Send the empty cartridge to them via the courier system.

If you have any questions contact either Alison Hurley, Facilities Services Manager on 01223 715556 or Lizzie Harris, Project Officer on 01223 699941

Green gauntlet take up

Green Champions have thrown down the green gauntlet and challenged our Strategic Management Team to demonstrate environmental good practice.

Gordon Jeyes, Executive Director: Children and Young People's Services

"I'm a bit of a stickler for switching off lights. I'm also much more disciplined at switching off my PC than I used to be.

I walk to work sometimes (about two miles each way) but I will pledge to do it more often.

WorkWise is an opportunity for better environmental practice. We're in decant space in Park House at the moment and trying to use our deskspace as efficiently as possible (I've even given up my office as a meeting room). When we get back to Castle Court there might be other ways we can be more efficient."

Brian Smith, Executive Director: Environment Services

"I've been composting since the 1970s and I'm looking forward to getting stuck into my allotment once I've left CCC next year and I've a bit more time. I'm also a keen recycler and colleagues in Environment Services are used to me grabbing bits of paper out the recycling bins and encouraging use of scrap paper. I try to get stuff printed two pages to a side - even if it does mean I have to get my specs out more often!

I will embrace the new recycling system in Castle Court - I'm starting to figure out the multitude of things that can now be collected.

I admit I'm not very good at remembering to switch off my monitor, and sometimes even my PC when I'm away from my desk. I'll pledge to make a renewed effort on this."

Rod Craig, Executive Director: Community and Adult Services

"I have an allotment, and I also bring in my own packed lunch.

I try hard to remember to switch off my monitor – even if I only leave my desk for a few minutes, and I always try to make sure my PC is closed down when going to long meetings or at the end of the day.

The new recycling bins are certainly having an effect and make you think more about what can be recycled.

I'll try to make sure my employees use the ESPO Green Choices guide."

Climate Comment: Sustainable Schools

Nicky Ayscough, Sustainable Schools Leader

Nicky Ayscough, Sustainable Schools Leader, Cambridgeshire Environmental Education Service (CEES) outlines The National Framework for Sustainable Schools and the opportunities for CCC .

"The Department for Children, Schools and Families (DCSF) has developed the National Framework for Sustainable Schools to detail what schools need to do to become sustainable.

Many Cambridgeshire schools are already actively involved in programmes such as Eco-Schools, Healthy Schools and International Schools and the Framework recognises the contribution from these and other existing programmes to a school's journey to sustainability. However, each school can decide on which route they take.

The Framework encourages an integrated approach through curriculum, campus and community. A selection of 'doorways' or sustainability themes are entry points where schools can establish or develop their sustainability practices. These include purchasing and waste; travel and traffic and energy and water. School activities within these doorways have the potential for improving the ethos of the school and reducing costs, whilst reducing carbon emissions from school buildings and school activities.

There are many opportunities for local authority support and one example is the Energy Guidance documents developed for Cambridgeshire schools by Environmental Policies and Projects and the Energy Management Team. CEES is also offering support to schools, through employee and governor training, pupil workshops and signposting to CCC teams and outside organisations."

For more information contact CEES on 01780 782386 or visit www.teachernet.gov.uk/sustainableschools for resources and case studies.

Did you know?

The Government would like every school to be a sustainable school by 2020.

Champers opening for new recycling centre

Cllr Linda Oliver, Chairman of the Council, opened the new St Neots Recycling Centre in October with the bang of a champagne bottle thrown into a recycling skip.

The state-of-the-art facility replaces the old town centre site, which has closed its gates after serving St Neots for 25 years.

The three-acre site on Marston Road is designed for convenience. Being indoors, residents can drive in under cover and out of the rain to unload their vehicles, and can use the site until 6pm all year. As a split-level centre, they will not have to climb steps with their waste and recycling as all the containers will be positioned below waist height.

For more information visit www.cambridgeshire.gov.uk/environment/waste

WANTED volunteers

New volunteers are invited to join work party's and also a Friends group that helps to manage the nature reserve.

10am-1pm, Sunday 15 November, Somersham Local Nature Reserve Work Party Everyone welcome to join in with clearing vegetation back to open up the paths. Tea, coffee and biscuits provided!

10.30am-4pm, Sunday 22 November, Kingston Local Nature Reserve Work Party

Help with some woodland management and coppicing trees to maintain a healthy woodland habitat. Tea, coffee and biscuits provided!

For more information contact Charlotte Lowrey, Greenspaces Officer on 01223 715557.

Enjoying a break - the Bash the Grass team

Case Study

Nine employees volunteered for the 'Bash the Grass' event during Octobers Customer Service Week. They got stuck into habitat management work on one of CCC's Local Nature Reserves at Somersham - cleared brambles and coppiced small trees to encourage grassland and wildflowers to come back, an important habitat identified in the Local Biodiversity Action Plan.

Busway on track

A smooth traffic-free journey, avoiding the frequent queues on the congested A14, is just around the corner for Busway passengers.

Bus operators have registered timetables ready for the route from St Ives to Cambridge to open at the end of November. At the time of going to print contractor BAM Nuttall was confident of completing all the work required for the northern section of The Busway from St Ives to Cambridge to open by the end of November. BAM Nuttall will also give CCC all necessary construction certificates in good time before the opening so they can be checked. This is normal for all major infrastructure projects.

With work almost complete CCC will be working with bus operators to test the track and train staff before the route opens.

Councillor Roy Pegram, Cabinet Member for Growth, Infrastructure and Strategic Planning, said: "Recent news that the improvements to the A14 have once again been pushed back means The Busway opening is more important than ever. Ask anybody who drives into Cambridge on the notoriously congested road each day and they will tell you the difference it will make.

"I would encourage people to try The Busway once it opens, I believe the reliability of journey times will be very attractive as no one enjoys sitting in traffic not knowing when they will arrive."

To find out more visit www.cambridgeshire.gov.uk/thebusway

Cambridgeshire bid for record transport

Unique opportunity - Councillor Roy Pegram, Cabinet member for Growth, Infrastructure and Strategic Planning.

Cambridgeshire has backed a half a billion pound bid to revolutionise transport in the county.

Cambridgeshire's bid will be in two parts and echo recommendations made by the Cambridgeshire Transport Commission.

In October CCC's Full Council agreed to press ahead with a Transport Innovation Fund (TIF) bid to help stop congestion from bringing Cambridge to a grinding halt.

First, CCC will ask for Government funding so a new railway station at Chesterton can be built, three years earlier than planned.

A second part of the bid will follow for the rest of the £500 m package that will include a 'trigger point' for a congestion charge when congestion has reached a critical level and nothing else would help. The earliest a charge would be introduced is 2017.

Councillor Roy Pegram said: "This is a unique opportunity for Cambridgeshire to unlock record breaking funding that will help us transform transport. Getting Chesterton Railway Station delivered as quickly as possible is a top priority for us as this will immediately help reduce congestion in the city as around 80% of people who use the central station currently travel across the city from the north. I expect to hear back from Government on this first part of our proposal by the end of the year.

"If people are not persuaded out of their cars in significant numbers, and we allow the city to come to a grinding halt, nobody would thank us. It will damage the prosperity of the county, and in fact the entire country."

WIN a slapwrap

If you cycle to work simply email countywide@cambridgeshire.go.uk

Limited numbers, so email early.

All aboard the mini bus

Do you know a pack of Brownies needing a lift to the seaside? Or a football team in need of help getting to a match? If so, a new community bus scheme could be the answer.

The Cambridgeshire Minibus Brokerage Scheme (CaMBS) has just been launched to help community groups, clubs and not for profit organisations gain access to affordable minibuses.

CaMBS is free to register and only costs between £1 to £1.50 per mile to hire the minibus and its driver for any journey.

For further information please contact colleagues in our Passenger Transport team on 0345 0451151 or email community.transport@cambridgeshire.gov.uk

Cycle toolkit tips

Did you know...?
You can use nail varnish to fill in paint chips, this will stop rust attacking the frame.

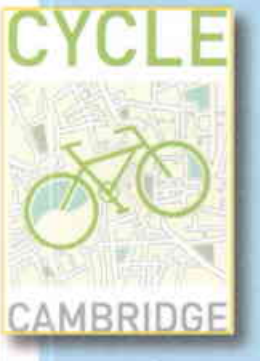
Just a few tools and a little patience is all you need for basic bike maintenance.

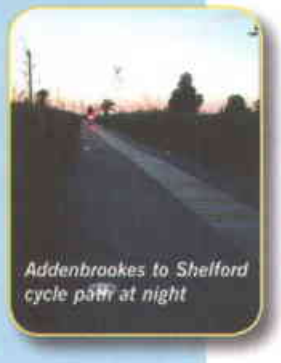
Pump, spare inner tube and puncture repair kit, set of tyre levers, set of Allen keys and a wheel nut spanner (usually 15 mm, but check).

When putting a bolt or cable back on your bike, you should lubricate it with a touch of grease, this will prevent it getting seized or rusted in place. Keep light oil and grease, cleaning rags, white spirit or degreaser as part of you home essentials.

Daily checklist
Brakes, wheels, gears, steering, cranks and pedals and frame.
For a comprehensive guide to bike maintenance visit www.sheldonbrown.com

Cycling in the dark




Addenbrookes to Shelford cycle path at night

Now that the clocks have gone back and the nights are longer the Cycle Cambridge team is encouraging everyone to keep cycling. Get yourself and your bike ready with these tips.

- **Don't forget your lights**

Be safe and be seen - you need a white light for the front and a red light for the rear. Check they work before you set off and keep them clean so they are as bright as possible.

- **Be bright and reflective**

To help you stay more visible use reflectors, stickers, arm-bands and hi-vis clothing.

There are many bike shops in Cambridge selling lights, reflectors and hi-vis clothing. For a full list pick up a free cycling map from the Tourist Information Centre at the Guildhall or visit www.cambridgeshire.gov.uk/cycling

FREE cycle training

If you need a confidence boost to help with cycling in the dark, free one-to-one cycle training is available for all CCC employees. Sessions are carried out by friendly, qualified instructors.

For information or to book a session contact Simon on 01223 699154.

1 bikeability
2 bikeability
3 bikeability

Read the newspapers?

Catching up on CCC news coverage means moving to Google alerts, saving the authority £5,000 a year on licensing.

Feedback shows that current subscribers are happy to receive a media monitoring service via emailed Google alerts, which would take the subscriber directly to the online news coverage (rather than a scan of the online cutting).

This provides a quicker, simpler service. Users will also be able to refine search terms to better meet their area of business.

The Communications Team will continue to hold copies of all local and national newspapers and magazines for two weeks, which are available for reference in Room 021, Shire Hall.

The Communications Team is available to help and support employees in setting up a Google alert, email communications@cambridgeshire.gov.uk

HR Payroll dates and deadlines

	Payroll closure for all claim forms (i.e. overtime claims, relief claims etc)		Final date for managers to request changes/leavers (e.g. change in hours)		Pay day	
	Admin	Education	Admin	Education	Admin	Education
Dec	2 Dec	26 Nov	2 Dec	27 Nov	22 Dec	18 Dec
Jan	4 Jan	5 Jan	5 Jan	6 Jan	22 Jan	29 Jan
Feb	3 Feb	3 Feb	4 Feb	4 Feb	24 Feb	26 Feb

- Faxed claim forms are not accepted
- All claim forms should be filled in using decimals not minutes i.e. 1 hour 15 minutes should be recorded as 1.25.

The full payroll deadline calendars for the year can be found on the intranet here

All payroll forms are on the payroll and pay page of CamWeb. These are arranged in office areas on the left hand side of the page.

Your eyes will give you away

One in 10 young male drivers admit to driving after taking illegal drugs, and around one in five drivers killed in road accidents have impairing drugs in their system.

Road Safety recently supported the groundbreaking Department for Transport Drug Driving campaign 'Your eyes will give you away'. It is the first national initiative to tackle the serious issue of those who drive under the influence of illegal drugs.

The penalties are the same as for drink driving, which include a minimum 12 month driving ban, a fine of up to £5,000, in some cases up to six months in prison, a criminal record and an endorsement that remains on your licence for 11 years.

The police are now trained to recognise the signs that someone is driving intoxicated with drugs by examining the eyes of the driver.

Cannabis, for example, causes the pupils to considerably constrict, cocaine and ecstasy however cause highly noticeable pupil dilation.

Mortuary for mass fatalities

CCC is supporting the UK's response to the most demanding of emergencies, including mass fatalities.

Our emergency planning duties include establishing and equipping a temporary, emergency mortuary. Whilst arrangements have always been in place to use existing facilities, if an event was so catastrophic, involving mass fatalities, the existing arrangements would be overwhelmed.

The Government Office Eastern Region set up a Mass Fatality Working Group, which made recommendations to the Regional Resilience Forum Group to develop a Regional Emergency Mortuary on a former Cambridgeshire air base.

CCC was appointed the project and financial management lead and funding was committed by six local authorities and the Home Office.

CCC's Emergency Management Team also wrote a guidance and activation procedure for the Regional Emergency Mortuary and issues associated with the management of mass fatalities.

Bob Schiel, Principal Emergency Planning Officer explained, "It's a been a partnership project that's seen us effectively prepare for, and be able to respond to and recover from major disruptive challenges."

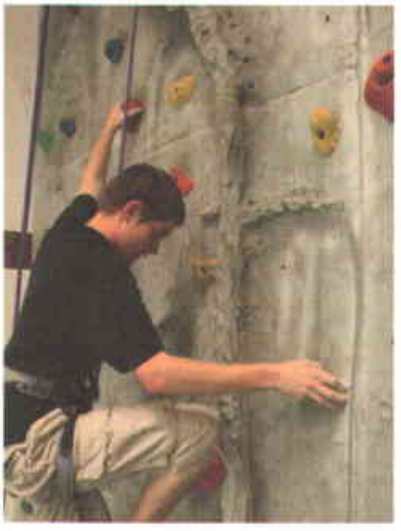
A visit to ... Grafham Water Centre

Piers Hampson, Marketing and Promotions Co-ordinator, tells *countywide* about his first few days at one of the UK's best inland sailing spots

"I started working at Grafham Water Centre in April this year and you can imagine my trepidation as I drove towards my new job as Marketing Coordinator for a multimillion pound centre of learning. Being only 24 years old it was a daunting challenge but one I was ready to take on!

"The Centre, which provides the opportunity for people of all ages and abilities to experience adventurous outdoor activities, had been closed for six months to undergo a massive regeneration and expansion project. It was only as I arrived at the Centre that I truly understood the magnitude of the change.

"The project, funded by a £2 million loan from CCC and a grant of £500,000 from Cambridgeshire Horizons, had injected new life into the Centre. A new climbing wall and adventure hall was also funded by a £1 million lottery grant. Where there was previously accommodation for 60, the addition of a new block meant accommodation for just over 100. Significant changes to the layout of the existing centre had dramatically increased the accessibility for disabled users, whilst some of the more subtle changes were the addition of a boat shed and increased changing facilities, which, although not as physically obvious, were just as important.



"Within two hours of arriving I was left to my own devices, overseeing the final steps of furnishing the accommodation blocks and I'm glad I was here for those final days before the children arrived. I was able to see an empty shell come alive with the hustle and bustle of the instructing team. I can still remember the first time I walked down to the waters edge and looked out across the three miles of water. At this point I would love to say I came up with something profound, unfortunately the kid inside me just came up with "Wow! This is so cool". Here I was standing at the edge of one of the best inland sailing spots in the UK and it was work.

"Grafham has had a Centre on this site for the last 42 years. It has grown beyond all recognition from the shed that was here at the beginning, but it still owes its success to the employees who work here every day. The instructional team are not only highly qualified individuals but they have a genuine love of what they do and want to positively share that with anyone who visits.

"The Centres vision is "Changing young people's lives..." and a lot of what we do here is centred on schools and the educational value derived from learning outside the classroom, but I would like to challenge you all that there is a child in every one of us. So when we speak of "Changing young peoples lives..." maybe this is your opportunity to experience the thrill of learning to sail, or conquering the rock face, and just maybe you will walk down to the waters edge and the kid inside you will think "Wow! This is so cool!"

All CCC employees can enjoy a 10% discount at the Centre. Visit www.grafham-water-centre.co.uk

A right royal visit

The Princess Royal visited Grafham Water Centre at the end of September to celebrate 15 years of Sailability (sailing for disabled) and to officially open the Centre's refurbished and extended buildings.

5 minutes with...
Mark and Mo

Mark Briggs and Mo Eastwood are joint chairs of the Lesbian, Gay, Bisexual and Transgender (LGB&T) network. *Countywide* chatted to them, via Meet-Me teleconferencing, to find out what the group has to offer CCC employees.

Why did you decide to become joint chairs?

Mo: We've known each other for a while and both had similar ideas for the network, but both felt too busy with our Monday – Friday, 9-5 commitments to take on the whole role. I also felt that with one man and one woman sharing the role of Chair, we offered more equal representation.

Mark: I've always had a business-like approach to the purpose of employee support groups. I didn't want to be part of a tick-box exercise, I want to make a difference – make use of our Council Diversity Group and the other corporate policy resources.

Did you have personal goals for the network?

> **Mark: To represent everyone, right across the authority. We talk about 'working together' and being 'one team' – so I wanted everyone to be aware – Members and officers alike – that we are here and we are here to support and help find answers. We came up with some ideas that we thought would improve or contribute to improvements and formed them into business plan**

Mo: I want the network to be more than a social get together; I want to make sure it has a special function and to be proactively helpful. Together with our corporate policy colleagues, Mark and I worked on the Council's Stonewall submission. I would like to see the Council move up the Index and welcome advice and examples of good or questionable practice in the Council from Network Members.

What would you say were the benefits of joining the network?

Mark: It's all about supporting people to be who they are and who they want to be at work. Everyone should have opportunity to achieve that balance of work and home life with openness and honesty about who they really are. It's about being comfortable, what's most important is being yourself – and for others to respect different backgrounds.

It's also about sensitivity to others – not automatically making assumptions that someone is heterosexual. For example, phrases like "What did you and your girlfriend do at the weekend?" And to feel confident responding with "Actually I spent the weekend with my boyfriend."

Mo: I want the network to represent different views and opinions and be accessible to everyone.

We tend to meet out of office hours as some people don't want to be seen as 'out' at work. Although there's the social aspect of our Network, there's also the networking and supportive aspect too. Most importantly there's the business function, to put forward our members ideas to have a real say at Diversity Group Meetings and to contribute to the driving forward of policy. This is a chance for our members to get involved, have an opinion and make things happen in the Council.

Mark: Think of membership with the LGBT Network as an insurance policy. You hope you never need it, but are glad you've got it if you do. So – if you felt discriminated against on an LGB&T issue, for example, we could be your first port of call. There will always be bad practice at work but collectively the Network can act as a conscience to the Local Authority.

So – are you looking for more Members?

Mark: Yes. One of the reasons I wanted to do this interview is to put a human face to the network. Now you know who Mo and I are, "say hello", we can meet for a coffee, or in the evening to discuss any issues you may have.

Mo: Yes, definitely – we struggle to find the time to develop the network and it's membership. Some local authorities have a dedicated chair who's paid to fulfil the role and their networks are very active. The employee survey told us there are more people who identify as LGB&T amongst our employees, than we have members. We want to raise the profile of our group. We would like people to feel it's OK to be out at work, policies are in place and people are there to support you, but it's got to work for you as an individual and we would like to work with people to achieve the level of comfort they aspire to at work.

We've made ourselves visible in the hope that if we can do it, so can you.

Mark Briggs, County Development Manager: Disability Service, CAS. Tel: 07880683326

Mo Eastwood, Trainer - Fostering & Adoption, CYPS. Tel: 07919111323

Join us on CamWeb - Have your Say – LGBT Forum, by e-mailing Mo or Mark for details. The site is confidential and anonymous.

Watch out for information from us about the Network on Daily Briefing, or join us at one of our Network Meetings.

Projects on ice:
Reward and HR Transformation

With tough times ahead, tough decisions have already been made on planned, promised projects. Stephen Moir, Corporate Director of People, Policy and Law explained: "CCC is prioritising its finite resources and part of that process is the need to close down projects that are considered non-priorities during such a period of major change.

"Some work planned on the People Strategy has therefore been put on ice, for the time being, to set an example of action being taken to address CCC's financial crisis. But we have high hopes of coming back to these projects in the future."

Iced: Reward

The Reward project was going to look at reward, benefits, pensions and employee assistance. But it was agreed that there are other ways of recognising good performance, which is a line management responsibilty. So, it's business as usual for our current reward scheme and an options paper is being put together looking at changes to smaller scale benefits.

Iced: HR Transformation

CCC is pending a decision on what will happen with Shared Services and how this impacts on the Integrated Planning Process for People, Policy and Law. This means that CCC's position now is different from when the project was being developed.

"Before we transform HR we need to look at CCC's potential future structure," explained Stephen Moir. "What's more important than ever is to ensure HR capacity is focussed on helping us all deliver the savings needed in the coming years, whilst simplifying our arrangements further."

Employee survey results: what now?

Our latest Employee Survey results tell an impressive story, as Ipsos MORI said:

> "Employees feel part of a successful organisation, and are positive about most aspects .... there is a strong sense of teamwork and partnership... the results show significant improvement on 2007 levels, and the all round picture is the most positive we have recorded for any local authority in recent years. Indeed many of the scores are among the Top 10 of any organisation surveyed by Ipsos MORI. Cambridgeshire clearly has a very strong foundation to build on as it looks to the future."

Services are now being asked to look at their results and suggest any organisational or directorate specific improvements or actions, which should compliment CCC's improvement priorities; support CCC's cost saving and efficiency objectives and link with Investors in People.

Whilst accountability and responsibilty for local improvements rests with Services, the Working Together Project Team will be collating suggestions and will be able to offer support and advice. The aim is to develop an action plan to roll out throughout 2010-11.

Please send your ideas to Hannah Edge, Project Officer by Friday 20 November
For more information visit http://camweb/cd/employeesurvey

Skills project

With CCC needing to do more for less, there's an even greater need to ensure sustainable skills, attitudes, behaviours and knowledge are easily accessible to support CCC through these difficult financial times.

The Employee and Member Skills Project will ensure that an approach is in place which provides, not only the development of skills through formal training, but looks at informal learning and development too.

Members

Additional learning and development will be provided for Members to assist them in their leadership role especially if, as anticipated, the pressure from residents grows whilst resources fall. Members will need to play a leading role in managing expectation. As Councillor Mac McGuire, Deputy Leader and Chair of the Member Training Panel said: "It's right that Member development is being taken seriously. We're going to need that extra support during these challenging times ahead."

Focussing in on Fenland

A special workshop day looking at the unique issues faced by Fenland was launched by CCC Leader, Councillor Jill Tuck.

The event, held at the Rosmini Centre in Wisbech, also involved Sandra Claxton, Deputy Chief Executive of Fenland District Council.

Mike Davey, CCC's Service Director: Community Engagement (Fenland), said: "The workshop was a terrific way of uniting colleagues across different parts of public services and getting them to really focus on the issues which Fenland faces, many of which are unique in Cambridgeshire.

"In the afternoon there was a particular focus on developing new ways of addressing the issues facing Fenland for which we were grateful to Rod Craig, Executive Director: Community and Adult Services for leading."

Fenland day (l-r) Mike Davey, Service Director: Community Engagement (Fenland); Councillor Jill Tuck, Leader of the Council; Sandra Claxton, Deputy Chief Executive, Fenland District Council

New recruits wanted for Forum

Got an opinion? Frequently have good ideas? Want to make a difference?

The Business Support Users Forum is an excellent sounding board for new initiatives, or different ways of doing things.

It gives forum members the opportunity to be part of new idea's and influence how CCC operates. Issues over the last year have ranged from office waste strategy and internal communications, to working with CamWeb, recruiting temporary staff and Cambridgeshire Behaviours.

The forum's membership is looking for a refresh and interested employees, are invited to register interest. The commitment is for nine, two-hour meetings a year, usually in the Rampart Rooms, Shire Hall. Topics are also invited for discussion by forum members.

Top 50 Contact Centre

For the second year running our Contact Centre has become a Top 50 Contact Centre for Customer Service in the initiative run by Call Centre Focus magazine.

Events, food and family fun... A great day out for everyone!

- Events
- Visit the Animals
- Pet Care & Gift Shop
- Thrift Shop
- Coffee Shop & Restaurant
- Children's Play Area
- Picnic Area
- Open 7 Days 10am - 4pm
- Free Admission

Special Offer
- £5 Activity Pack & Children's Lunch
(with this advert)

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All the profit generated through our trading activities is covenanted back to the Charity.

5 minutes with ...

Lyn Jenkins, Community Development Manager

Lyn works for Adult Support Services in the Transformation Team and for the last four years has been working on the delivery of the Self-Directed Support programme. With a retirement date on the horizon, *countywide* went to see her before she left.

"I've been working on self-directed support since its pilot in Learning Disabilities, which started in October 2005. To have been able to continue working on developing it ever since has been immensely satisfying.

I qualified in 1970 and have been with CCC for 26 years. I started out in Learning Disability Day Services, and then moved onto an Area Learning Disability Team in South and City. My move into project work was after the last restructure when I became a Community Development Manager. It wasn't a planned career path, but all my experiences have proved invaluable. I've always enjoyed meeting service users and I don't think I would have been as effective in my current role if I hadn't. It makes what you do real and it keeps you focused.

What exactly do you do?

It's hard to tell you what I do in a typical day as it's so varied. I help train care managers and support them with delivery plans. I problem solve, support teams and, like a lot people, spend too much time in meetings.

Do you enjoy your job?

I believe in self-directed support 110%. It empowers people. It gives them choice on the things that really matter to them. From small decisions like when to get up, go to bed and eat, right through to where to live and being able to chose to be near their families.

I feel very lucky to have spent the last couple of years in this role. If someone had told me five years ago I would have been speaking to 100's of people at conferences, I would have said 'no way'. But I have and although I'm soon to retire I couldn't be going with a happier exit.

How would you like to see the project develop?

My vision for the future of the project is simple – lots more of the same. I've seen some amazing results. And it can only get better if we offer a truly joined up structure with health and social care that puts people at the heart.

What will you do when you retire?

I've got mixed emotions about leaving. It's going to be a big change, but I've made lots of friends who I will keep in contact with. I've got plans to redecorate the house, spend some time in Spain with a best friend and I may do some volunteer work with people with learning disabilities."

Any final words?

I'm very proud of working for CCC – it's streets ahead of some of the other local authorities, primarily due to having a vision and really driving it forward. It's changed people lives.

What is in Control Total?

CCC, NHS Cambridgeshire, Cambridgeshire Community Services, and Cambridgeshire and Peterborough NHS Foundation Trust, are modernising the way that adult social care is delivered.

Part of this is implementing a programme of Self-Directed Support across the county, through a project called "In Control Total". Self-Directed Support puts adults more in control of the social care support they receive and gives them greater flexibility to access a wider range of services.

Implementation began in April 2009

World's biggest coffee morning!

Employees from HR Policy and Business Services held a coffee morning on 7 October as part of The Worlds Biggest Coffee Morning to raise funds for McMillan Cancer Support. **They raised over £80.**

Christmas cards FOR SALE

Looked after young people in Cambridge have designed a range of Christmas cards which are available to buy in packs of five for £3. The money raised goes to the Just Us groups for young people in care, and the new talk and change groups for children with a child protection plan - so they can have a great Christmas party.
See the cards in Room C105, Castle Court or at www.avoice4us.com or order from Caz on 01223 703581, caz.dunne@cambridgeshire.gov.uk

Oxford to Cambridge bike ride

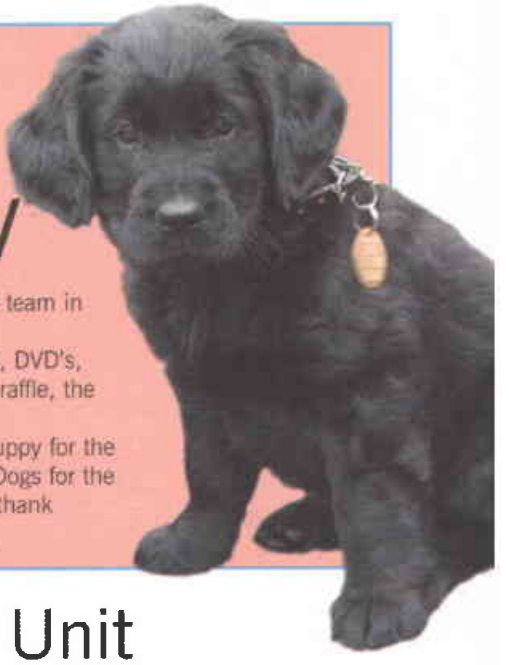
Congratulations to colleagues from Transport Policy and Strategy (l-r) Mike Davies, James Bowen and Jeremy Smith, who completed the 89 mile Oxford to Cambridge bike ride in aid of the British Heart Foundation, along with 1,400 other riders. The trio completed the route in seven hours and raised over £500.

Promises for Pudsey it's back again!

Last year we raised over £900 for BBC Children in Need by holding a Promises Auction. We'll be doing it again this year, Friday 20 November, in the Council Chamber, Shire Hall from 12.30-1.30pm. Just turn up.
You have until 13 November to donate a promise (the more unusual the better) and we already have two hours of gardening advice, Christmas present wrapping, cup cakes, a Star Radio experience, chocolate cake and photography coaching.
Sealed bids for those not at Shire Hall, or unable to make it, will be accepted. We're also hoping to see a special guest to run the auction – look out for more information in Daily Briefing.

To find out more visit http://camweb/pudsey

Trish's charity day



Trish Haws from the Finance and Performance team in Castle Court, organised an office Charity Day.
What with the sale of homemade cakes, books, DVD's, CD's and videos donated by colleagues, and a raffle, the fantastic sum of £340.00 was raised.

The money will go towards sponsoring a puppy for the Guide Dogs for the Blind and to help Hearing Dogs for the Deaf with their good work. Trish would like to thank everyone who generously supported the event.

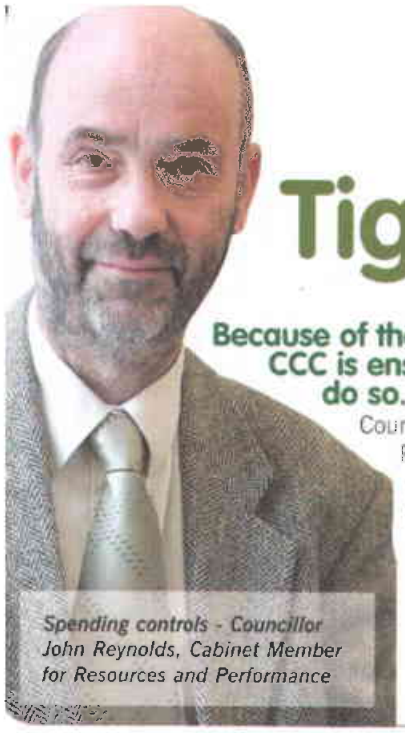
Domestic Abuse Unit sponsors footie shirts

Cambridgeshire's Domestic Abuse Unit (DAU) is sponsoring the newly promoted 'Total Billies' football team in Division One of the Frank Lee Centre Five-a-Side League at Addenbrooke's Hospital.

The Unit decided that shirt sponsorship was a perfect way of raising awareness in the community of domestic abuse and the issues surrounding it.

Unit Manager, Ntokozo Dlova, said: "We were extremely pleased that an all-male football team approached us about a sponsorship deal and were only too happy to help. It's a great way of spreading our tremendously important message."

Johnno Broomfield, 'Total Billies' captain, added: "Our team has never looked smarter and we're proud to be assisting such a worthwhile campaign. One supporter approached us at the end of our first game in the new kit and congratulated us on promoting the campaign's message."



Spending controls - Councillor John Reynolds, Cabinet Member for Resources and Performance

Tighter recruitment reigns

Because of the recession and expected reductions in government funding, CCC is ensuring that any vacancies are only filled when it is necessary to do so.

County Council Cabinet Member for Resources and Performance, Councillor John Reynolds, explained: "It is right and proper that CCC tightly controls its spending to ensure as much money as possible is available to provide front line services and support to the community.

"The way CCC monitors its finances and spends public money has regularly been praised by the Audit Commission, and tighter recruitment practices are part of measures to ensure we continue to make best use of the resources available to us."

Did you know?

Cambridgeshire's population has increased by over 8,500 people since 2007, for a new total of 595,500.

School caterers benefit from new training kitchen

A new kitchen training facility has been built to enhance the quality of school meals across the county and beyond.

Cambridgeshire Catering Services (CCS) has teamed up with Food Excellence & Skills Training (FEAST) to develop the new kitchen at its base at Unit 1A, Midgehall Court, Ermine Business Park, Huntingdon.

It will be used to train school caterers from Cambridgeshire and neighbouring counties and will offer a range of courses, including professional NVQs, in catering and specialist short courses, run by the CCS internal training team and external training providers.

By having this dedicated facility, CCS will continue to ensure all staff have access to the latest and relevant skills training which in turn will allow CCS to continue to provide quality and nutritious school meals.

The majority of the £85,000 cost of the new kitchen was met by the School Food Trust.

Weekly desk clean

CCC's contract cleaning company, Sherwood, operates a weekly desk clean every Thursday at all sites (except the Shire Hall building, which is on a Tuesday). Remember to clear your desk of everything except a phone and a computer, otherwise it won't be cleaned.

FREE compost

A brand new composting plant has opened at Donarbon's Waterbeach Waste Management Park, just north of Cambridge.

The new plant is another important element of the major 28-year waste PFI contract between the Council and Donarbon Ltd, to manage Cambridgeshire's household waste.

The £4.5million in-vessel composting plant will take all of Cambridgeshire's kerbside collected mixed kitchen and garden household waste.

The compost from the new facility is available free of charge from the Waterbeach site, off the A10. Just bring your own bags and a shovel, 8 - 4 weekdays, 8 - 1 weekends. The earlier the better!

New legal eagle

Quentin Baker has joined as CCC's new Head of Legal Services within the People, Policy and Law Directorate.

Quentin brings extensive experience of leading legal services in a range of authorities including counties, districts and unitary councils and was most recently employed by City of York Council as Head of Civic, Democratic and Legal Services.

With Quentin in post, the statutory role of Monitoring Officer, responsible for Councillor Standards and Conduct, now transfers to him. The role of County Returning Officer for the purposes of Elections remains with Stephen Moir, Corporate Director, People, Policy and Law.

Lifestyle changes

Just because the clocks have changed, it doesn't have to mean vegging out till Spring comes round again. Earlier this year *countywide* asked for your lifestyle-change ideas, here are a selection for inspiration.

"I've joined a local gym to make sure we go swimming more often as a family but also to enjoy a few quiet 'me time' moments on the treadmill! We're going to get fitter as a family!"
Vicci Godbold, Headteacher, Swavesey Primary School

"Having moved closer to work I cycle in whenever possible. It's a 3.5 mile journey each way and I generally manage to cycle in three to four times a week.

I have recently started attending a Pilates class which takes place in my local village hall and I either cycle or walk there. I take in my own food instead of relying on the sandwich lady and find that this enables me to eat more healthily with fewer naughty snacks!"
Teresa Ward, IT Business Liaison Officer, IT Service

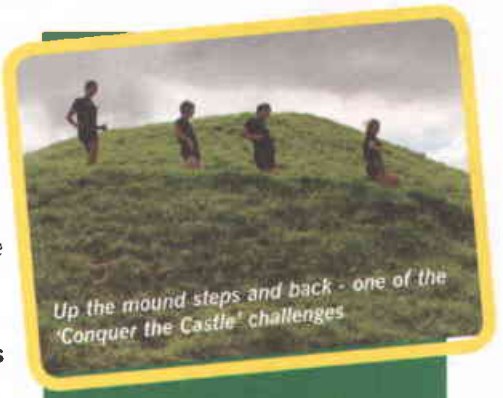
"My colleague and I took advantage of the free week at Chesterton Community College and subsequently joined."

Hilary Firth, Area Coordinator for The Doorstep Service, Cambridgeshire Libraries
"Since my birthday in April, every morning between 5.30 - 6.30am, I have taken to a new fitness regime. I now jog once round the park, joined an advanced step class, pull some punches with rhythm boxing, spin my hips hoola hooping, and finish off with some yoga. Oh, did I mention I got a Wii fit for my birthday?!"
Zöe Buffery, Special Needs Officer

Read more stories on CamWeb's Fit for Business pages.

Competition Winner!

Congratulations to Ave Macphail, Business Support Assistant for Cambridgeshire Education ICT Service, who won a free gym induction at Hills Road Sports and Tennis Centre with 12 free sessions.



Up the mound steps and back - one of the 'Conquer the Castle' challenges

Conquer the Castle: a team challenge

Teams of four are invited to 'Conquer the Castle' a fun relay race of around 1km each, with obstacles, all in aid of the Chairman's Charity - more exciting news on this to follow.

A date is yet to be set but you can register your interest by emailing fitforbusiness@cambridgeshire.gov.uk

Christmas party nights at Wood Green Animal Shelters

Christmas Casino Nights

£32pp

Saturday 12th December
Friday 18th December
Full Christmas Fayre with all the Trimmings, Casino and Disco

BOOK NOW ON 0844 248 8181

Traditional Party Nights

£29.95pp

Friday 4th & 11th December
Thursday 17th December
Saturday 19th December
Full Christmas Fayre with all the Trimmings and Disco

WOOD GREEN ENTERPRISES

The Hospitality Manager
Wood Green Enterprises Limited,
Kings Bush Farm, London Road, Godmanchester
Cambridgeshire PE29 2NH
For further information please call: 0844 248 8181

All the profits from your event will go back towards the animals in our care

Countywide hopes you all enjoy your Christmas parties and outings.

But go easy on the alcohol. Directgov gives these good top tips.

Decide your limit
If you're out for the night, decide on a limit of how much you plan to drink and stick to it.

Avoid rounds
Round-buying often means you drink more than you want. You could say you'd rather get your own drink.

Pace yourself
Slow down and take smaller sips – or choose smaller drinks such as a half instead of a pint. Drink water or soft drinks in between alcoholic drinks.

Know what you're drinking
Learn the strengths of your drinks so you can stick to your own limits.

Go for less alcoholic longer drinks
Top up your spirits with more mixer.

Don't just drink
Distract yourself to help you to drink more slowly.

Getting home
Leave your car at home if you're planning to drink and don't walk home alone – get a taxi.